



Solicitation Information
7 Feb 03

RFP # B02018

TITLE: Travel Management Services

Submission Deadline: 4 March 03 @ 2:30 PM

PRE-BID/ PROPOSAL CONFERENCE: Yes Date: 19 Feb 03 Time: 2:30 PM Mandatory : No Location: Department of Administration / Division of Purchases (2 nd floor, Bid Room), One Capitol Hill, Providence, RI
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Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **17 Feb 03 at 12:00 Noon (Eastern Time)** . Please reference the RFP # on all correspondence. Any questions received will be answered and posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information .

SURETY REQUIRED:	No
BOND REQUIRED:	No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration (DOA), Division of Purchases, on behalf of the Office of Accounts and Control, within the DOA, is soliciting proposals from qualified firms to provide travel management services under a statewide Master Price Agreement, as described elsewhere herein, and in accordance with the terms of this RFP and the State's General Conditions of Purchase, which is available on the internet at www.purchasing.state.ri.us

This is a Request for Proposal (RFP), not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this RFP, other than to name those offerors who have submitted proposals.

1.1 INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS

- Potential offerors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. FAXED PROPOSALS WILL NOT BE CONSIDERED.
- It is intended that an award pursuant to this RFP will be made to a prime contractor. However, joint ventures will be considered, with the understanding that a prime contractor will assume responsibility for all aspects of the work. The joint venture must be clearly indicated in the offeror's proposal, and complete details of the activities, procedures, financial responsibilities and other related items must be clearly disclosed within the proposal.

- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401 222-3040).
- Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this RFP will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

SECTION 2 - BACKGROUND AND PURPOSE

2.1 BACKGROUND

Prior to January 1994, the State of Rhode Island had no central authority controlling and coordinating travel for state employees. Employees traveling on state business had the personal responsibility of providing their own arrangements for all phases of travel.

The state produced an RFP and subsequently awarded a contract to a single vendor for the past five years. This contract has expired. The responsibility of providing for all phases of their travel has been returned to employees.

Currently, certain state agencies have a need for a vendor or travel consultant to coordinate requirements for air travel, surface transportation, and lodging for their employees and individuals traveling domestically under the direction of the state.

2.2 GENERAL PURPOSE

The purpose of this proposal is to identify a single internet site/vendor or travel consultant (or a consortium of travel agencies with a single representative) to coordinate requirements for air travel, surface transportation, and lodging for state employees and individuals traveling domestically under the direction of the state. International travel, while not a mandate for these state departments and agencies to follow, should be provided for under this contract award. International travel should have a total comprehensive package for services should this type of accommodation be necessary.

By retention of such a contractor, the state desires that meaningful management information regarding state travel can be generated, consistent travel policies can be developed and low cost travel can be effected.

The state, in conjunction with this RFP, will be seeking an individual contractor for:

- Airline reservation services

- Out-of-state and local hotel accommodations for out of state travelers, provided by the State of Rhode Island.
- Rental of mid-size class automobiles
- Surface transportation.

2.3 ANTICIPATED RESULTS

The RFP will result in a statewide Master Price Agreement (MPA) covering travel by certain state employees and personnel traveling under the direction of the state during an agreement period of twelve (12) months following the date of the award. It is the state's general intent to make a single award pursuant to this offer, but the state reserves the right to make multiple, or grouped awards, as serves its best interest.

The following agencies of state government will be required to participate in this MPA :

- a) Employees and prisoners of the Rhode Island Sheriff's Department related to the extradition of prisoners.
- b) Witnesses and victims of crime related to the Rhode Island Department of Attorney General.
- c) Employees and children and youth who are under the care, custody or control of the Rhode Island Department of Children, Youth and Families.

SECTION 3 - SCOPE OF WORK

3.1 GENERAL DESCRIPTION

The contractor will be responsible for domestic travel (and, as necessary, foreign travel) arrangements for the following types of expenditures:

- Air travel (via Economy Class)
- Rail transportation
- Surface transportation
- Lodging where necessary
- Car rental where necessary
- Interstate taxi service where necessary

Specifically excluded, but not limited to the following, for state employee travel:

- Meals, including Room Service
- Valet/laundry services, or other miscellaneous room charges, such as telephone or movie rentals
- Parking
- Taxi/Limo (except Limousine/shuttle services provided by a lodging facility.)
- Conference arrangements
- Check cashing/cash advances
- Purchase of alcoholic beverages

3.2 REQUIREMENTS

3.2.1 SCOPE OF WORK

NOTE: Each item listed below must be addressed by the contractor's proposal indicating the methods used to meet the requirements. Absence of any item will void the proposal.

- A. The contractor will adhere to the travel management policies and procedures issued by the State Controller's Office.
- B. The contractor will be required to utilize any and all negotiated contracts where applicable. No contracts exist at the present time.
- C. The contractor will procure travel arrangements with major air carriers, hospitality providers and rental car providers to assure that state travel is accomplished in the most direct itinerary **and** at the lowest possible fare/cost.
- D. The contractor will assist the state in negotiating or otherwise establish government discounts to the state's benefit with major air carriers, hospitality providers and rental car providers to assure that state travel is accomplished at the lowest possible fare/cost.
- E. The contractor will be required to contact the State Controller's Office regarding any questions on implementation or services to be provided in the contract if not expressly identified in the contract.
- F. The contractor will act as a resource, providing where possible, recommendations with respect to the establishment of effective policies and industry practices regarding travel-related activities.
- G. The contractor shall maintain a live twenty-four (24) hour, toll-free "800" telephone access nationwide for all state travelers.
- H. The contractor shall maintain a national computerized reservation system, such as Sabre, Apollo, SystemOne.
- I. The contractor will commit, as necessary, a dedicated number of qualified staff

members to address the state's travel requirements, especially the requirements of the Sheriff's Department for transporting prisoners

- 1) efficient and secure ground transportation to /from common carriers
- 2) need to return prisoners to the state on a required date
- 3) ability to accommodate changes in travel due to security issues of prisoner holding facilities

- J. The contractor will provide a complete itinerary to the traveler, detailing all aspects of the travel plan.
- K. The contractor will provide to the State Controller's Office, via the use of telephone, fax transmissions, or E-mail, inquiries on individual travel on an as needed basis.
- L. The contractor will provide for free delivery of all travel-related documents, including, but not limited to, air travel ticket and detailed itinerary to the traveler at least one week prior to travel or twenty-four (24) hours prior to travel if booked less than seven (7) days prior to travel.
- M. The contractor must identify and maintain a relational database of ALL travel activities and costs. The database must include, but not be limited to, name of traveler, travel dates, airline cost, number of hotel nights plus cost, auto rental cost, etc., and delivered to the state on a monthly basis. The data must be in a format that can be incorporated into Microsoft Access.
- N. The contractor shall provide management information and reconciliation reports (as requested) on a monthly, quarterly, or yearly basis, including, but not limited to:

Yearly Reports:

- Summary, by state account, of all travel, by air, hotel, auto rental, etc.
- Summary of air travel by air carrier, by volume, by cost, and
- Summary of hotels utilized.

Monthly Reports:

- City-pair travel, detailing travelers, volume, and cost;
- Automobile rental; and
- Full coach fare, actual cost charged, **AND** difference (savings)

- O. The proposal shall outline the contractor's plan to maintain strict confidentiality of employees and other individuals traveling at the direction of the state.
- P. To display their knowledge of such, the contractor shall outline the policies and procedures of common carriers related to the transport of prisoners in their proposals.
- Q. The contractor shall act as the state's agent in obtaining refunds from common carriers, hotels and service providers. The contractor must possess a system to

maintain and apply travel “credits” to the proper state department.

- R. In addition, the proposal should contain other cost saving techniques not otherwise mentioned in this proposal.

3.2.2 COST PROPOSAL

This section must contain all information relative to costs. The rates offered in the proposal must be the total charge all services required by the RFP.

3.2.3 SAMPLE TRAVEL SCENARIOS

The state has developed a set of sample travel scenarios to which each respondent must submit an itinerary and invoice for the costs of travel for each sample trip. The state will evaluate the submissions of each respondent based upon the following:

- 1) the technical merit of establishing the most efficient and effective itinerary for each sample trip, **and**
- 2) the lowest costs for each sample trip.

In order to limit the effect of travel industry and market forces upon the comparability of responses, it is suggested that **all respondents** prepare submissions to these sample travel scenarios on the third (3rd) day prior to the deadline for submitting responses to this RFP.

SECTION 4 - SUBMISSION

4.1 SUBMISSION

Interested offerors may submit proposals to provide the services covered by this RFP on or before **4 March 03 @ 2:30 PM**. Proposals received after this time and date will not be considered.

Proposals (an original plus five copies) should be mailed or hand-delivered in a sealed enveloped, marked RFP# B02018: TRAVEL MANAGEMENT SERVICES” to:

By Courier:

By Mail:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

R.I. Department of Administration
Division of Purchases
P.O. Box 6528
Providence, RI 02940-6528

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed to the Division of Purchases will not be considered.

4.2 **PROPOSALS MUST INCLUDE THE FOLLOWING**

- A completed and signed three-page RIVIP generated bidder certification cover form (downloaded) from the R.I. Office of Purchases Internet Home Page at **<http://www.purchasing.state.ri.us>**
- A *separate* Technical Proposal describing the background, qualifications, and experience, with and for similar programs, as well as the work plan or approach proposed for this requirement.
- A signed, sealed, and *separate* Cost Proposal reflecting the fee structure proposed for this scope of services. The Cost Proposal shall include, but not be limited to, an enumeration of the following costs/fees if applicable: transaction fee, overnight fee, emergency call fee and ticket exchange/refund fee.
- A *separate* response to the sample travels scenarios. The submission for each sample scenario shall include an itinerary for each traveler in each scenario **and** all fees, charges and costs related to each traveler's itinerary.

4.3 **THE TECHNICAL PROPOSAL MUST CONTAIN THE FOLLOWING SECTIONS**

- Executive Summary

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide state evaluators with a broad understanding of the offeror's technical approach and ability.

This section shall include identification of staff members of the organization and the duties, responsibilities, and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualification). Please attach an organization chart for your organization.

- Work Plan Approach Proposed

This section shall describe the offeror's understanding of the state's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or may be confronted at each stage on the plan.

- Previous Experience and Background

This section shall include the following information:

- A listing of clients including government or non-profit clients, specifically any government clients performing law enforcement and child care services.

- A description of the business background of the offeror, including a description of their financial position, and
- The offeror's status as a minority business enterprise (MBE), certified by the Rhode Island Department of Administration's ORA plan which addresses the state's goal of ten percent (10%) by MBE's in all state procurements. For further information, contact the MBE Officer at (401) 222-6253.

SECTION 5 - EVALUATION AND SELECTION

5.1 EVALUATION OF PROPOSALS

The State will commission a Technical Review Committee that will evaluate and score all proposals using the following criteria:

- | | |
|--|-------------|
| • Approach/Methodology/Program Description | 0-40 points |
| • Maintenance of confidentiality related to travelers | 0-10 points |
| Evaluation of sample travel scenarios | 0-15 points |
| • Cost. or Shared Commission/Revenue and Discount for timely payment | 0-35 points |

Technical proposals must receive a minimum of 40 out of 65 points to have their accompanying cost component opened and evaluated. Proposals scoring less than the 40 points will be dropped from further consideration.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The state may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

5.2 SELECTION

The Technical Review Committee will present written findings, including the results of all evaluations, to the State Purchasing Agent, or his designee, who will make the final selection for this requirement.

RFP# B02018: Travel Management Services

Part B

Travel Service RFP Cost Proposal Evaluation Spreadsheet: This is blank. It will be used by the evaluation committee to evaluate several "what if" scenarios in order to judge whether the vendor can provide the most efficient and lowest cost travel services.

Historical Travel Costs Spreadsheet: This is an analysis of the costs incurred by the three participating agencies during the last fiscal year.
(This was compiled to provide respondents with an idea of annual volume levels.)

Travel Scenarios: These are specific "what if" scenarios compiled for responses from each vendor. We want each respondent to "book" the travel arrangements for each scenario on the same day. This is so that "market forces" do not play a significant role in determining the costs of certain travel services(not the travel agency fee, but the costs of airfare, hotel, etc.). We will use the responses to these scenarios to partially evaluate each vendor's cost proposal.

Travel Services Evaluation Score Sheet: This is how the evaluation committee will score each respondent's technical component submission.

State of Rhode Island

Travel Services RFP Cost Proposal Evaluation

RESPONDENT:	Scenario 1	Scenario 2	Scenario3	Scenario 4	Scenario 5	Scenario 6	Scenario 7
FARES:							
Transportation							
Lodging							
Car rental							
Other							
Fees:							
Transaction fee							
Emergency call fee							
Overnight fee							
Exchange/refund fee							
Other fees:							
Commission sharing							
Rebate							

State of Rhode Island

Request for Proposals for Travel Services

Hypothetical Scenarios for Technical and Cost Evaluation

1. Attorney General Scenario #1:

A recent paraplegic needs to come to RI to testify at the trial of her assailant. She needs time to get herself together in the mornings, as she and her mother are not yet into a routine. She lives in Colorado Springs, CO, but does not want to use that airport. She wants the least amount of transfers since movement between planes is time consuming and difficult on the mother. She needs to be here 4 days from today and does not need lodging. Please schedule her flights to and from Rhode Island.

2. Attorney General Scenario #2:

An expert witness needs to come into RI to testify at trial next Wednesday. He has meetings all day and cannot fly before 5:00 p.m. He needs to meet with the prosecutors before the hearing and wants to fly out after his testimony that day. He is not returning to the airport (or state) from which he originally flew. He is leaving from Pittsburgh and needs to return to Fairfax, Virginia. Please provide the itinerary.

3. Attorney General Scenario #3:

A witness needs to come to RI from Kansas City, KS within 3 days. They are expected to be in RI for one full week. Just after the State started it's case on Tuesday, the defendant pled. This means the witness can leave three days earlier, saving the State hotel and meal charges. Please provide the best return flight home.

4. Sheriff Department Scenario #1

Three Deputy Sheriffs have to travel from Rhode Island to Florida within seven (7) days to extradite two prisoners back to Rhode Island. One prisoner is in Orlando and the other one is in Bristol, Florida, which is 304 miles from Orlando. The deputies will fly into Orlando, rent a car, drive to the jail and retrieve the first prisoner, then drive on to Bristol. Arrangements have been made by the Sheriff's Department to have the inmate from Orlando lodged at the jail in Bristol. The deputies will spend the night in a hotel in Bristol. The next morning, they are to take custody of both prisoners and drive to the airport in Tallahassee, which is the closest city to Bristol with service by common carriers. One of the prisoners was involved in and testified in a very high profile criminal case in Rhode Island. The following arrangements must be made : Air fare for the three deputies and two inmates, hotel accommodations for one night for the three deputies and a rental vehicle, keeping in mind that the vehicle will be picked up in Orlando and dropped off in Tallahassee. (All this information must remain confidential due to the sensitivity of the mission).

5. Sheriff Department Scenario #2

Two Deputy Sheriffs have to travel from Rhode Island to Texas in three (3) days to transport a prisoner to Rhode Island. The prisoner is expected to testify in a very high profile murder case in Rhode Island. The person he is to testify against is being held at the A.C.I. Corrections officials will want the witness returned as soon as possible, but the Attorney General's Office

expects they will need the witness here for two (2) weeks. Three (3) days later, the Attorney General's Office advises corrections officials that the witness was no longer needed. This would save the state money and take a burden off corrections. Please provide the quickest, most economical and reasonable travel arrangements and accommodations to return the prisoner to Texas. The following arrangements must be made : Air fare for the two deputies and the prisoner, hotel accommodations for one night for the two deputies, and a rental vehicle. (All this information must remain highly confidential due to the sensitivity of the mission).

6. Sheriff Department Scenario #3

A member of the Attorney General's Office calls the Deputy Sheriff Captain at 11:30 p.m. A request was made to have a Deputy Sheriff meet a social worker at the airport in Richmond, Virginia and take custody of a seventeen (17) year-old female prisoner from the Prince George County Sheriff's Department. The juvenile prisoner and her boyfriend, 19, committed a brutal assault on her mother. The Attorney General's Office was concerned about the safety of the social worker and the security of the offender. The Deputy was to meet the social worker at the airport at 10:30 a.m. the next morning and be on a flight back to Rhode Island by 1:00 p.m. the same day. Arrangements for air fare must be made. (All this information must remain highly confidential due to the sensitivity of the mission).

6. DCYF Scenario #1

A DCYF employee has to travel from Providence, RI to Miami, FL to pick up and return with a minor child within one day. It is DCYF policy that the employee cannot stay overnight in city Miami. It is also DCYF policy that no child can travel after 8:00pm on any day.

7. DCYF Scenario # 2

DCYF client has to travel from Providence, RI to Montpelier, VT for eight visits with their child.

8. DCYF Scenario #3

A DCYF employee has to travel from Providence, RI to Amarillo, TX to attend treatment-planning sessions for a DCYF client. The meeting are scheduled for the 4th and 5th of next month.

State of Rhode Island
Department of Administration

TRAVEL SERVICES MANAGEMENT SERVICES

RFP EVALUATION SCORE SHEET

SCORING

TECHNICAL

1. Capability, Capacity and Qualifications of Bidding Firm

1.1 Number of years involved with travel services activity.

+0 to 5 points

0-2 years
3-5 years
6-9 years
10+ years

1.2 Number of years involved with government travel services activity.

+0 to 5 points

0-2 years
3-5 years
6-9 years
10+ years

1.3 Number of personnel assigned to contract.

+1 to 3 points
+4 points

1- FTE
MORE THAN 1 FTE

1.4 Work experience of staff members assigned to contract with travel services experience equals or exceeds:

+0.00 points
+0.50 points
+1.00 points

1 to 10 years
11 to 16 years
16+ years

1.5 Work experience of all key staff members assigned to contract with government travel services experience equals or exceeds:

+0.00 points
+0.50 points
+1.00 points

1 to 10 years
11 to 16 years
16+ years

State of Rhode Island
Department of Administration

TRAVEL SERVICES MANAGEMENT SERVICES

RFP EVALUATION SCORE SHEET

SCORING

TECHNICAL

	2. Quality of the Work Plan
	2.1 The proposal is complete and contains a description of how the contractor will meet:
	2.1.1 Adherence to state travel policies and procedures
	2.1.2 Utilization of all negotiated contracts
	2.1.3 Procurement of direct travel and low fares
	2.1.4 Assistance with negotiating/establishing government discounts
	2.1.5 Contacting state regarding questions/services to be provided under the contract
	2.1.6 Recommending establishment of effective policies and practices
	2.1.7 Maintaining 24 hour toll-free "800" telephone access
+0 to 26 points	2.1.8 Maintaining a national computerized reservation system
	2.1.9 Committing a number of staff for state needs
	2.1.10 Providing a complete itinerary
	2.1.11 Providing inquiries to state on individual travel as needed
	2.1.12 Free delivery of travel documents
	2.1.13 Maintaining MS Access database
	2.1.14 Providing reports
	2.1.15 Maintaining strict confidentiality of travelers
	2.1.16 Display knowledge of policies and procedures for transporting prisoners
	2.1.17 Obtaining refunds on behalf of the state
	2.1.18 Other cost saving techniques offered
	Explain the basis for scoring.
+0 to 4 points	3. Suitability of Approach/Methodology
	3.1 The proposal appears to accomplish the state's objectives related to travel services for prisoners, witnesses, victims and state wards.
	Explain the basis for scoring.
+0 to 4 points	3.2 Proposal adequately describes all tasks and services the contractor should perform.
	Explain the basis for scoring.